Information Systems
Cisco 7985 IP Phone Quick Reference Guide

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Cisco 7985 IP Phone Quick Reference Guide

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Introduction:

This document has been written to help you get up and running with the new Cisco 7985 IP Phone.

This document will show you how to make and receive a call. Change any phone settings, forward or put a call on hold and log into your Unity Voicemail box.

We will also explain how to make and receive a video call.

How does this device differ from others?

Apart from the fact that the phone has a colour screen and integrated camera, the overall navigation and use of the phone is similar to the 7965 handset, but with a couple of extra features.

When making a call to person without a camera you will connect only with a normal voice connection. If you contact a person with the same phone, or who has a webcam setup on their PC, then the two cameras will transmit and allow you to see each other.

If you would like to see the view of yourself that the other person is seeing click on the 🖵 button,

This will fill a small area of your screen with the image that is being transmitted (known as picture in picture).

To adjust the angle of the camera, simply rotate it up or down.

Please be aware that if someone calls you from a video enabled device, as soon as you answer they will be able to see you, so you will need to make sure your hair and make up is done!! There is a camera cover provided with the phone if you want to ensure it does not display you.
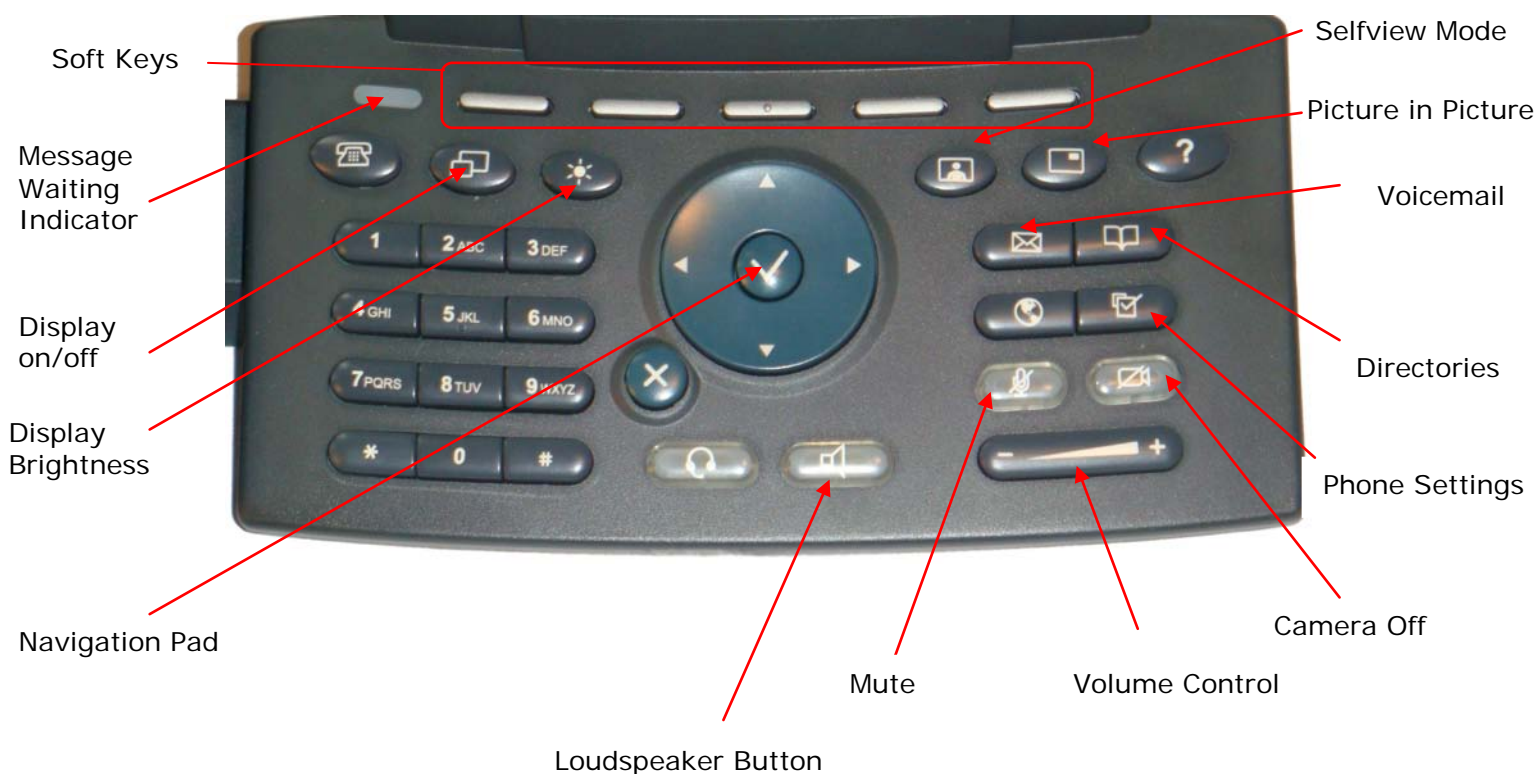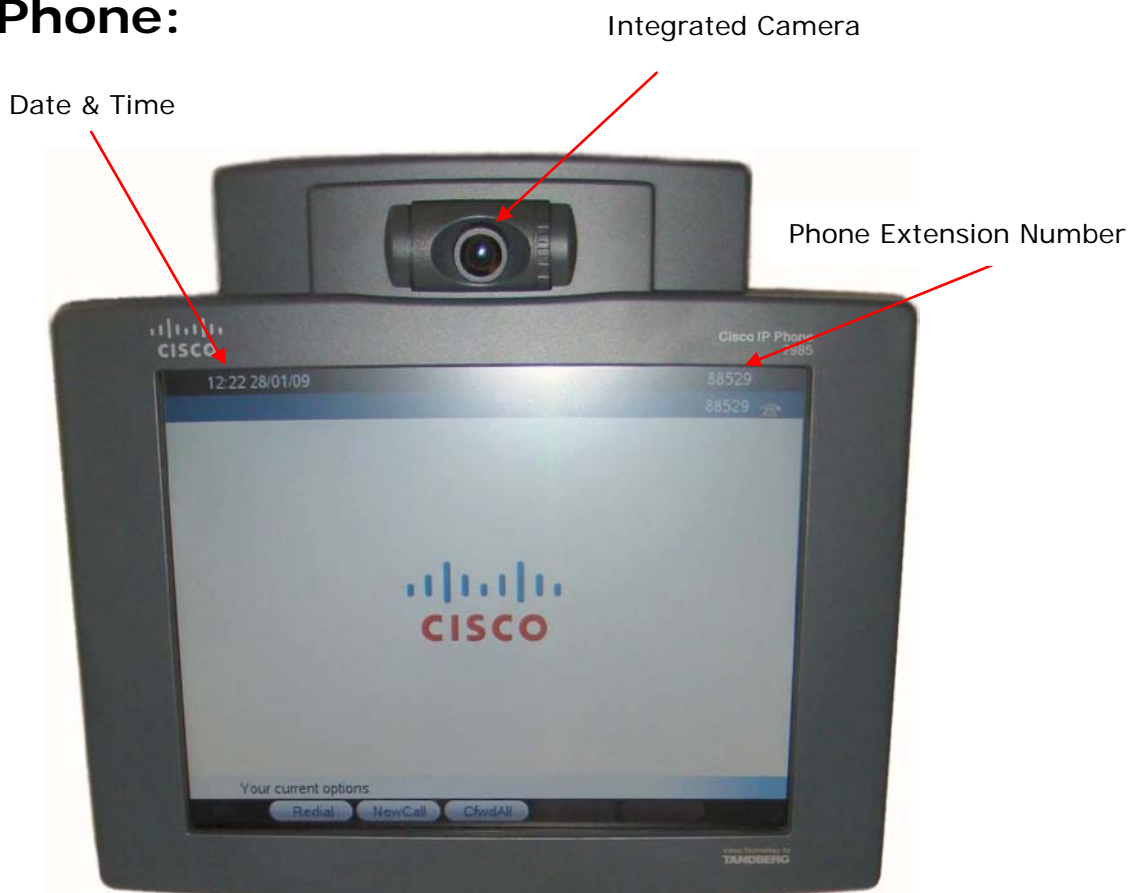
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Overview of Phone:

Integrated Camera
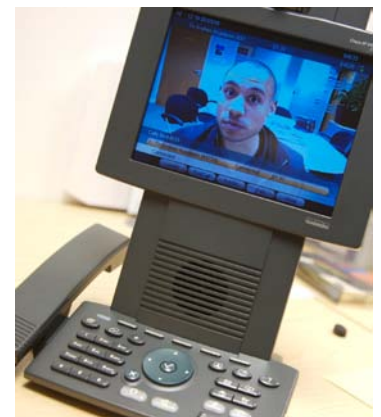
Date & Time

Display Key

Line and Call States	
	Call Forwarding Enabled
	Call on Hold
	Connected Call
	Incoming Call
	Off- Hook
	On-Hook
	Shared line in use
Critical Calls	
	Priority Call
	Medium Priority Call
	High Priority Call
	Highest Priority Call
Selected Device	
	Handset in use
	Headset in use
	Speakerphone in use
Other Features	
	Speed-dial button configured
	Message Waiting

Phone Extension Number

12:22 28/01/09

88529

88529

CISCO

Your current options
Redial   NewCall   CfwdAll

Soft Keys

Message Waiting Indicator

Display on/off

Display Brightness

Navigation Pad

Selfview Mode

Picture in Picture

Voicemail

Directories

Phone Settings

Camera Off

Loudspeaker Button

Mute

Volume Control

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How Do I:

How Do I?	Solution	Tip
Place a Call?	Lift the handset and dial the number **OR** Press the **NewCall** softkey and dial the number **OR** Press the **Redial** softkey	
Put a Call on Hold?	Press the **Hold** softkey button. The call will display a paused symbol To return to the call, press the **Resume** button	A call on hold remains active even though you and the other party cannot hear each other. You can answer or place another call while a call is on hold. **Note** as there is no hold music please keep the caller informed
Adjust the Handset Volume?	Press the up or down **Volume** button when the handset is in use. Press the **Save** softkey to save your change.	
Adjust the Ringer Volume?	Press the up or down **Volume** button when the handset is not in use (in the handset cradle).	
Use the Speaker?	**To activate the speaker:** During a call, press the Loudspeaker button, then hang up the handset.	
	To switch from the speaker to the handset: Just pick up the handset.	
	To turn off the speaker and hang up: Press the **Loudspeaker** button.	
	To adjust the speaker volume: Press the up or down **Volume** button when the speaker is in use. To save press the **Save** softkey	

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How Do I?	Solution	Tip
Operate the LCD Screen?	**To control the cursor:** Press the **>>** softkey to re-position the cursor. Press the **<<** softkey to delete a character or digit in an entry. **To select a menu item:** Press the **Navigation** pad (above) to select (highlight) a menu item. Then press **Select** (Centre button with a tick). OR Press the **number key** on your phone's dial pad that corresponds to the item number in the menu.	Operating your phone's LCD screen is easy. Use the Navigation pad, softkeys, and the keypad to make your selections. **Tip** To exit out of a menu on your phone's LCD screen, press the **Exit** softkey.
Adjust the LCD Brightness?	Press the **Settings** button. Select **User Preferences** from the menu. Select **Monitor Brightness** from the menu. Press the **LEFT** or **Right** navigation keys to set the desired contrast. Press the **Save** softkey to accept your changes.	

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How Do I?	Solution	Tip
Use Voice Mail?	**Set up voice mail:** Press the **Unity Voicemail button** on your Cisco IP Phone or dial 85555 and enter your PIN (12345) when prompted. Allows you to • save a recorded name (your name) • Set up a voice greeting • Change your PIN or password. (Press 0 for help)	**Tip** When you have one or more new voice mail messages, the red light on your phone's handset remains lit.
	Access voice mail: Press the **Unity Voicemail** button or dial 85555 and follow the voice instructions	
View my Missed Calls?	**To view your call records:** Press the **Directories** button. Select **Missed Calls (1)**. Or choose another list: Received Calls Placed Calls	Your phone's LCD display will indicate if you have missed a call. Use the Directories menu to view (and dial from) call records in your Missed Calls, Received Calls, and Placed Calls directories. A call record contains the time and date of the call, and a phone number (if available).
	To dial from a call record: **Step 1** Follow the steps above to open your Missed, Received, or Placed Calls directory. **Step 2** Use the **Navigation** button to select (highlight) a particular record. **Step 3** If necessary, use the **EditDial** softkey to add digits to the front of the number. **Step 4** Lift the handset or press the **Dial** softkey.	
	To delete your call records: Select an entire directory and press the **Clear** softkey. Select a particular call record and press the **Delete** softkey.	

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How Do I?	Solution	Tip
Set Up a Conference Call?	**To turn a two-party call into a conference call:** **Step 1** During a call, press the **Confrn** softkey. Doing so automatically activates a new line and puts the first party on hold. **Step 2** Place a call to another number or extension. **Step 3** When the call connects, press **Confrn** again to add the new party to the conference call. Repeat these steps to add parties to the conference call.	**Note** Once the conference call initiator disconnects, no additional parties can be added.
Use Call Waiting?	To answer the new call, press the **Answer** softkey. When you do so, the original call is put on hold. To return to the original call, select it (using the directional pad) and press the **Resume** softkey. You can use the **Hold** and **Resume** softkeys and directional pad to switch between the calls.	If you are on a call when another a call comes in, you will hear a call waiting tone and see caller ID information on the phone's LCD screen.
Transfer a Call?	**Step 1** During a call, press the **Trnsfer** softkey. Doing so automatically puts the call on hold. **Step 2** Dial the number or office extension to which you want to transfer the call. **Step 3** When the call rings on the other end, press **Trnsfer** again. Or, when the party answers, announce the call and then press **Trnsfer**.	If necessary, press the **Hold** button to return to the original call.

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How Do I?	Solution	Tip
Forward All Calls?	To forward all of your incoming calls to another number: **Step 1** Press the **CFwdAll** softkey. You will hear two beeps. **Step 2** Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number. **Step 3** After you enter the number, you will hear two beeps. The LCD screen displays a message confirming the number to which your calls are being forwarded.	**Note** To cancel call forwarding, press the **CfwdAll** softkey. • You can use call forwarding to send your incoming calls to another Cisco IP Phone or to a traditional analog phone. • If call forwarding is active and there is no answer at the forwarded number (by a person, answering machine, or voice mail system), the call will be redirected to your voice mail system. • You can set up call forwarding when you are not at your phone by accessing the Cisco Call Manager User Options website from your computer. To access this site, ask your system administrator for the URL and default password.
Muting a Video Call or Audio Call	Press the **Mute** button. To turn off mute, press the **Mute** button again, or lift the handset.	

Where to Find More Information	The IS Service Desk should be your first point of contact if you have problems using your Cisco IP Phone 7985 (call 88500). For training enquiries contact the Training and Development Unit.

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